

From: [Walter Ineichen](#)
To: [ETF SMB Board Feedback](#)
Subject: Freestyle libre 2 diabetes management system or equivalent. why not covered or if it is why can we get it.
Date: Sunday, September 26, 2021 8:13:15 AM

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My name is Walter Ineichen and my wives name is Mary Ineichen. I would like to ask why my wife can not get the Freestyle libre 2 System or equivalent paid for. Our insurance health partners says they cover it, the doctor writes a prescription, we have trouble finding a pharmacy that can bill it. first they try to bill the pharmacy benefits manager, but that does not pay for it. then they tell us it is durable medical equipment and needs to be billed to insurance company. Walmart our pharmacy can not do it. We have even tried online pharmacies that were recommended by people in the medical field. but then they say we do not have a contract with health partners. the website for health partners says it is covered, but we are just getting the run around.

This would really help my wife [REDACTED] and it seems to us it would be cheaper for the state of Wisconsin to cover this for retirees. We need help and answers. My phone number is [REDACTED] or [REDACTED] Mary Ineichen my wife.

Sent from [Mail](#) for Windows 10



STATE OF WISCONSIN
Department of Employee Trust Funds
A. John Voelker
SECRETARY

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October 11, 2021

Walter [REDACTED] & Mary [REDACTED] Ineichen
[REDACTED]

Dear Mr. and Mrs. Ineichen:

Thank you for your email to the Department of Employee Trust Funds (ETF). We're very sorry to hear that you've been having a difficult time with getting your Freestyle Libre 2 Continuous Glucose Monitor system (CGM). As the Deputy Director of the Office of Strategic Health Policy, I appreciate the opportunity to respond to your questions on behalf of ETF.

My colleague and the ETF Pharmacy Benefit Program Manager, Tricia Sieg, informed me that she had spoken with you the morning of September 27, 2021. After your call, she reached out to your health insurer, Health Partners, to look into the issues you have been having getting your CGM. Health Partners informed Ms. Sieg that a member of their team would be reaching out to you by 5 PM on Tuesday, September 28, 2021. They would work directly with you to address the issues you expressed in your email.

If you're still waiting to hear from Health Partners, or you've run into any additional issues, please don't hesitate to reach out to me at Brian.Stamm@etf.wi.gov, or via phone at (608) 267-4554. Ms. Sieg is also happy to speak with you again if you'd prefer to continue working with her. You can either email her at Tricia2.Sieg@etf.wi.gov, or call her direct work line at (608) 261-6006.

Sincerely,

Brian Stamm, Deputy Director, Office of Strategic Health Policy
Department of Employee Trust Funds

CC: Tricia Sieg, Pharmacy Benefits Program Manager, ETF